

AUS920010512US1

CLAIMS:

What is claimed is:

- 5
1. A method for entering messages into a database, the method comprising:
- receiving a message from a user by means of one of a plurality of allowable communication devices;
- entering the message into a designated account in
- 10 the database; and
- storing the message in a uniform storage format specified for the account, wherein the uniform storage format is independent of a data format used by the communication device.
- 15
2. The method according to claim 1, wherein the allowable communication devices include:
- telephone;
- mobile telephone;
- 20 computer
- PDA; and
- pager.
3. The method according to claim 1, further comprising
- 25 requesting personal identification information from the user, wherein the information is used to verify access rights to the database.
4. The method according to claim 1, wherein the message
- 30 entered into the database is a voice message.

"00012795" 0824550

6. The method according to claim 1, wherein the uniform storage format specified for the database account may be one of the following:

10

15

```

        retrieving the requested message from a designated
account in the database, wherein the message is stored in
a uniform storage format specified for the account;

```

25

30

telephone;
mobile telephone;
computer
PDA; and

9. The method according to claim 7, further comprising requesting personal identification information from the user, wherein the information is used to verify access rights to the database.

11. The method according to claim 7, wherein the message retrieved from the database is a text message.

MP3;
wave file;
AU;
WMA; and
Real Audio.

instructions for receiving a message from a user by means of one of a plurality of allowable communication devices;

instructions for entering the message into a designated account in the database; and

instructions for storing the message in a uniform

~~AU;~~
WMA; and
Real Audio.

5 19. A computer program product in a computer readable medium for use in a data processing system, for retrieving messages from a database, the computer program product comprising:

instructions for receiving a message-retrieval
10 request from a user by means of one of a plurality of
allowable communication devices;

instructions for retrieving the requested message
from a designated account in the database, wherein the
message is stored in a uniform storage format specified
15 for the account;

instructions for converting the message contents from the uniform storage format to a data format compatible with the communication device; and

instructions for conveying the message contents to
20 the user.

20. The computer program product according to claim 19,
wherein the allowable communication devices include:

25 telephone;
 mobile telephone;
 computer
 PDA;
 pager; and
 palm computer

30

21. The computer program product according to claim 19,
further comprising instructions for requesting personal

identification information from the user, wherein the information is used to verify access rights to the database.

22. The computer program product according to claim 19,
wherein the message retrieved from the database is a
voice message.

23. The computer program product according to claim 19,
10 wherein the message retrieved from the database is a text
message.

24. The computer program product according to claim 19,
wherein the uniform storage format specified for the
15 database account may be one of the following:

MP3;
wave file;
AU;
WMA; and
Real Audio.

25. A system for entering messages into a database, the system comprising:

25 a receiver adapted to receive a message from a user
by means of one of a plurality of allowable communication
devices;

a filing component adapted to enter the message into a designated account in the database; and

30 a storage component adapted to store the message in
a uniform storage format specified for the account,
wherein the uniform storage format is independent of a
data format used by the communication device.

AUS920010512US1

26. A system for retrieving messages from a database,
the system comprising:

a receiver adapted to receive a message-retrieval
request from a user by means of one of a plurality of

5 allowable communication devices;

a retrieving component adapted to retrieve the
requested message from a designated account in the
database, wherein the message is stored in a uniform
storage format specified for the account;

10 a conversion component adapted to convert the
message contents from the uniform storage format to a
data format compatible with the communication device; and

a conveyance component adapted to convey the message
contents to the user.

ADJ
21

FOUO - 92-010512